

200 Reservation Acquisition

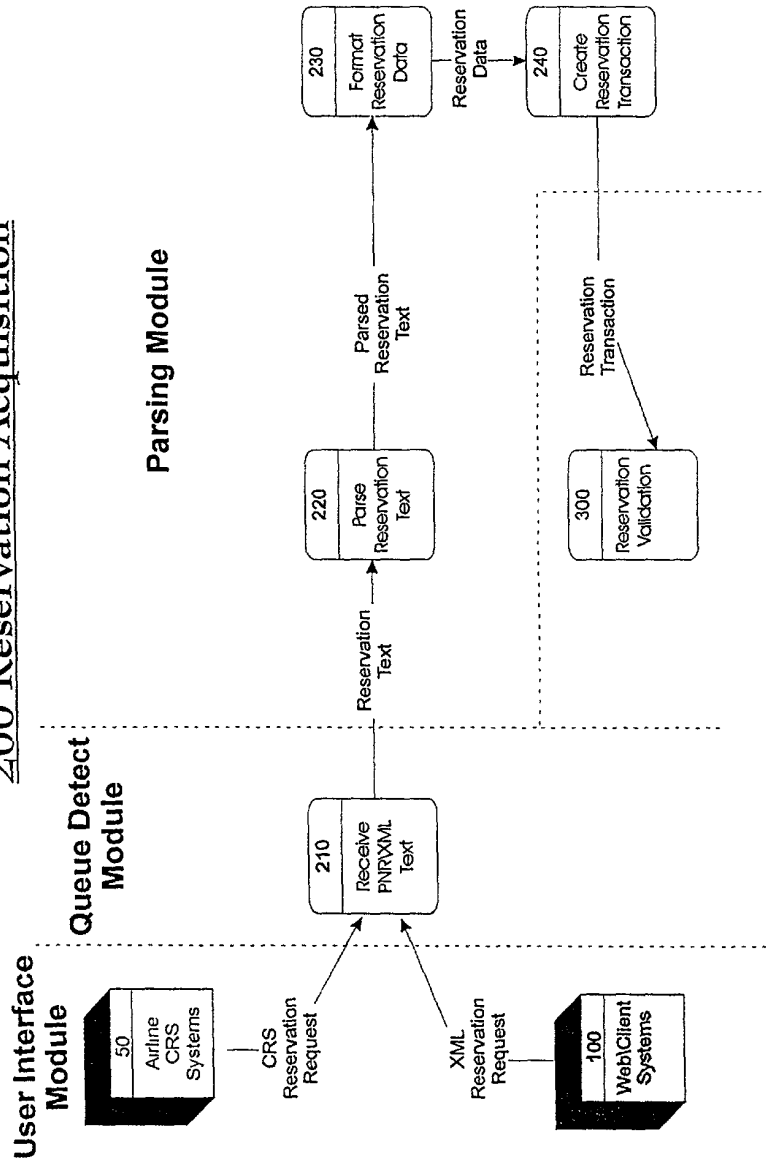


Fig. 2

300 Reservation Validation

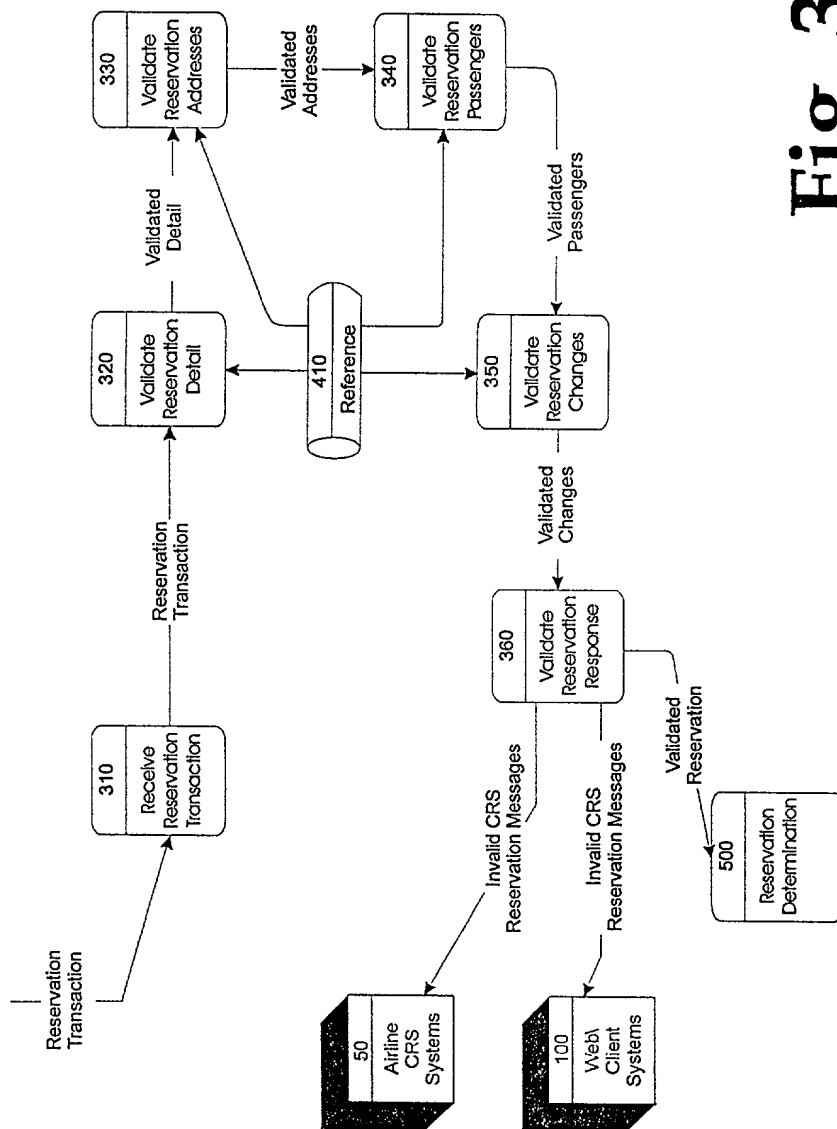


Fig. 3

500 Reservation Determination

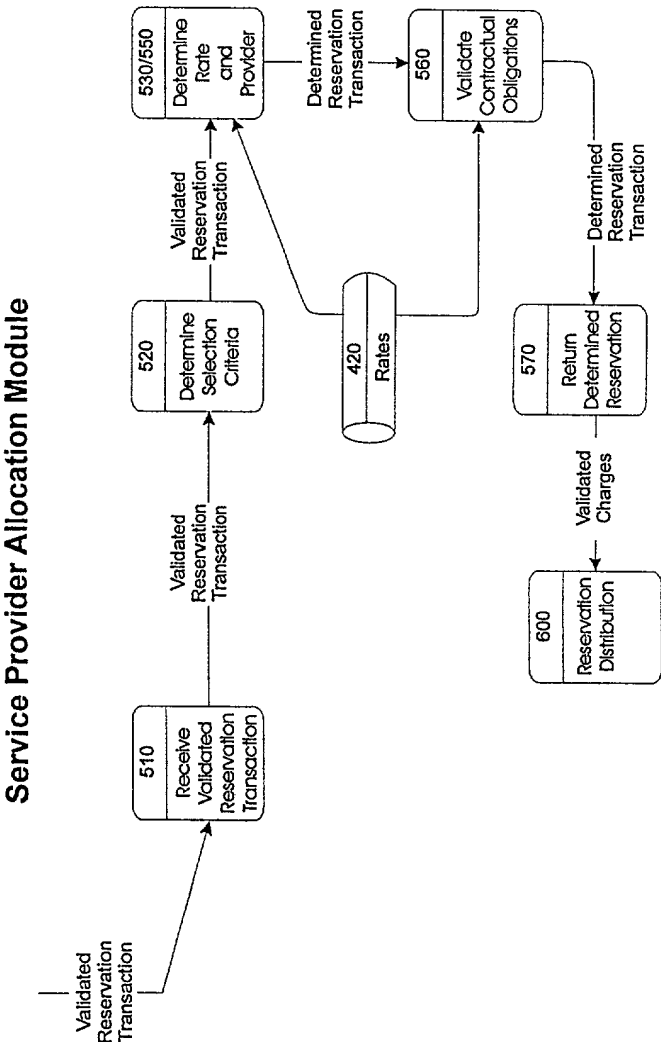


Fig. 4

09:42:04: 01:30

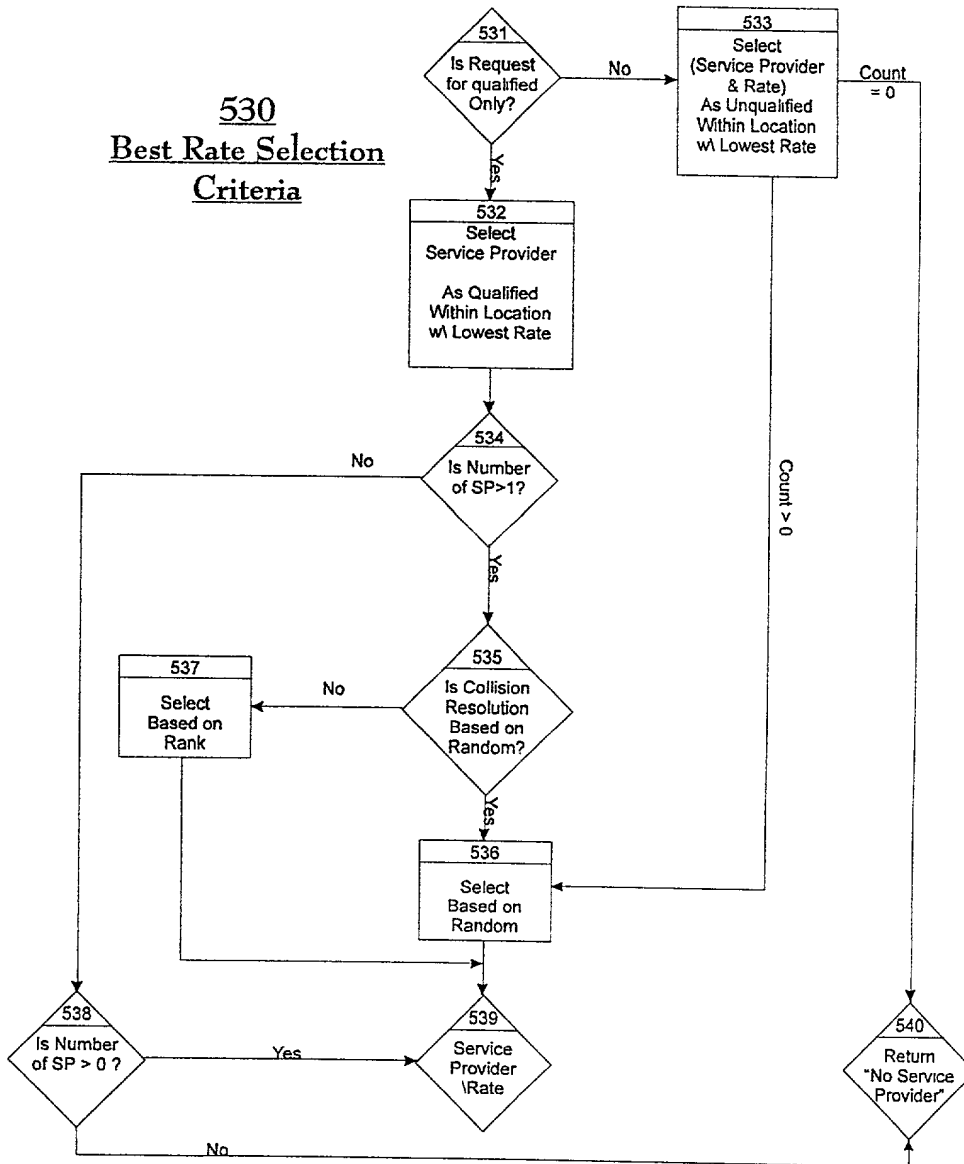


Fig. 5

550/ Basic Provider Selection Criteria

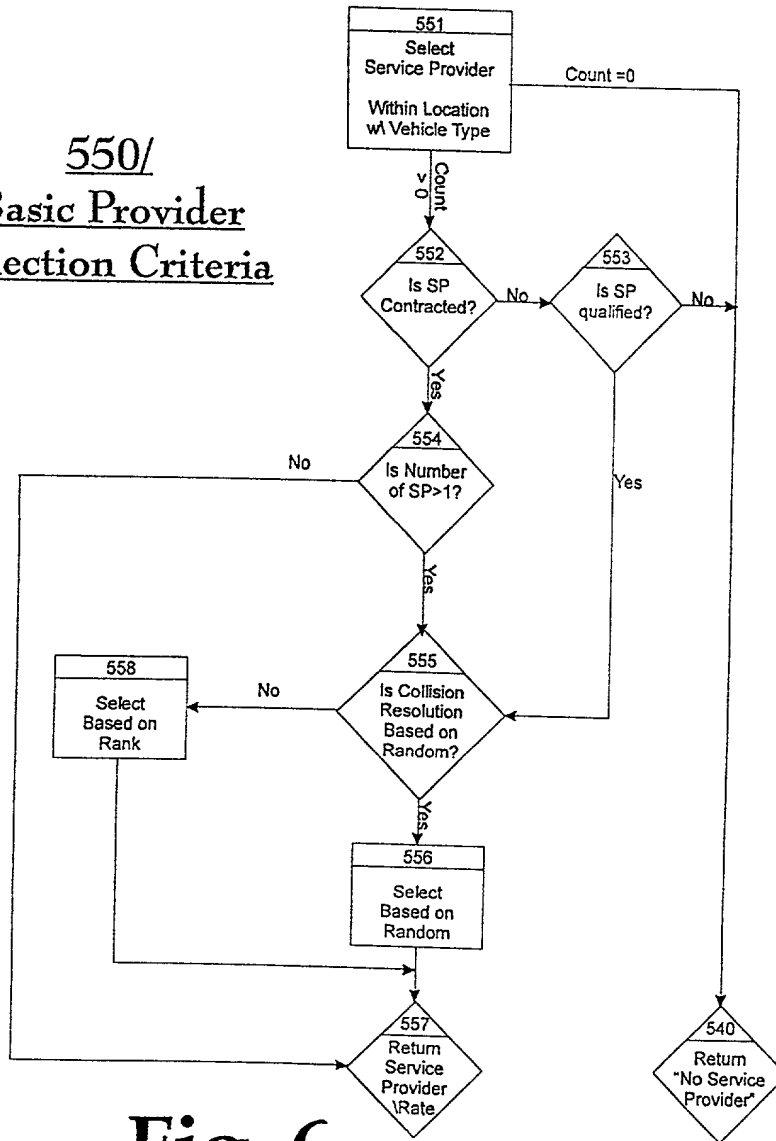


Fig. 6

600/ Reservation Distribution

Service Provider Distribution Module

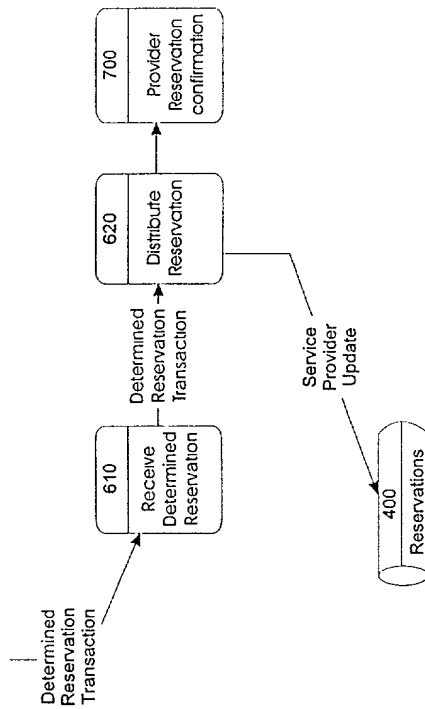


Fig. 7

700/ Provider Reservation Confirmation/Acceptance

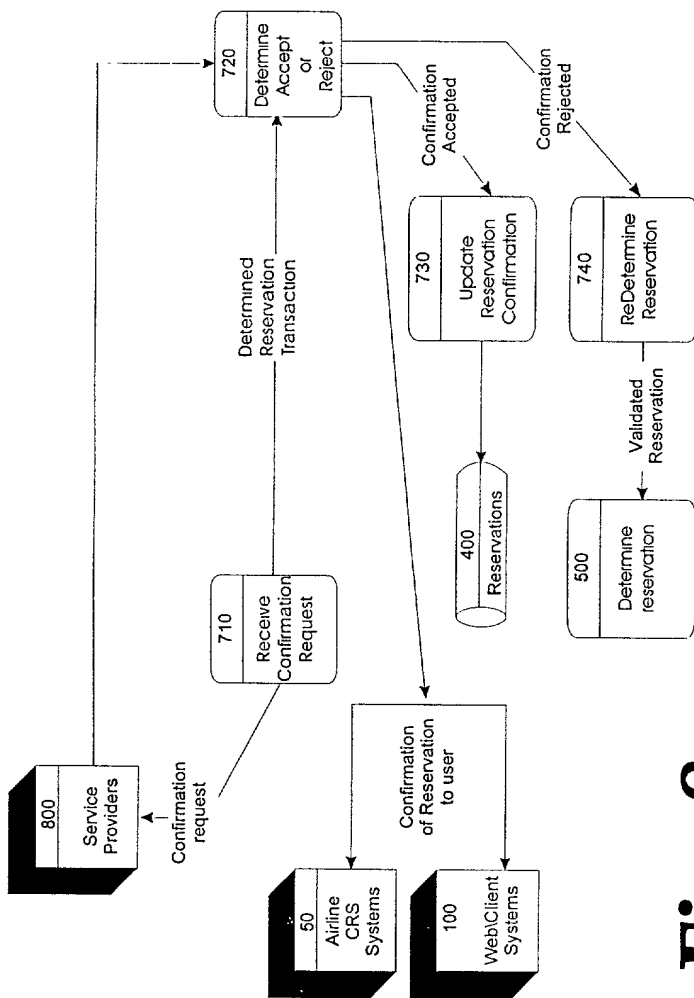


Fig. 8

900/ Reservation Reconciliation (Close-out)

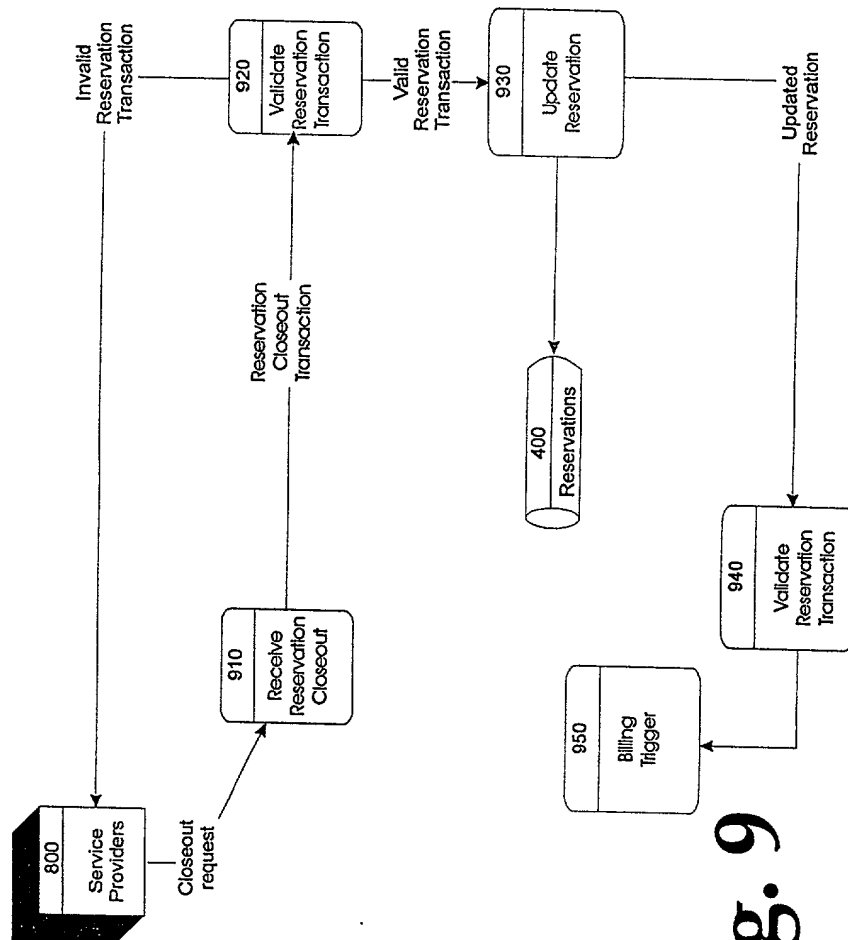


Fig. 9

099404-0123

Unresolved Queue							
Data							
Res Taken	1:30	PU Date	1/2/2	Passenger	SID	Contact Info	Company
15/2000 5:11:00 PM	10/3/00 11:05:00 PM	KUPFER, ADAM	WKO	39	MFS5PX	WSPAN	

1000

Saturn unresolved queue – agency reservations that cannot be processed

Fig. 10

Operator User Pages

Pending: 1 Active: 74 Cancel: 1

OPERATOR

RESERVATIONS REPORTS ADMINISTRATION ACCOUNT INFORMATION LOG OFF

PENDING ACTIVE CANCEL HISTORY

Pending Queue

0001

Select	Confirm #	ResID	Pickup	PAU	D/O	Flight	Vehicle	Special	Passenger	C
<input type="checkbox"/>		2510	11/21/00 8:50 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWB Airport	DL 2/1/1	Sedan		KLIPPER, ADAM	100

Accept Selected Decline Selected Clear Selected Next →

SATURN
RENTAL SYSTEMS

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1100

Pending Queue – Operator (Service provider)

Fig. 11

Administrative Console Pages

RESERVATIONS

Operator Queue

Reschedule

ResTaken	PUDate	SP	Prof.com	Passenger	Company	Sent By	ResID
11/19/00 2:25:00 PM	11/19/00 1:45:00 PM			KUPPER, ADAM			2380
11/19/00 2:25:00 PM	11/22/00 0:40:00 AM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2381
11/19/00 2:25:00 PM	11/22/00 1:15:00 PM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2382
11/19/00 2:28:00 PM	11/22/00 12:34:00 PM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2384
11/19/00 2:28:00 PM	11/25/00 8:58:00 AM	Executive Limousine	770-266-0872	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2395
11/19/00 2:31:00 PM	11/19/00 9:05:00 AM	Executive Limousine	770-266-0872	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2397
11/19/00 2:31:00 PM	11/25/00 1:12:00 PM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2398
11/19/00 2:34:00 PM	11/25/00 1:12:00 PM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2401
11/19/00 2:14:00 PM	12/1/00 8:50:00 AM	World Wide Limousine Network	1-800-873-2546	KUPPER, ADAM	Ajax Services, Inc.	World Travel Land	2518

1200

Saturn operator queue – unaccepted operator reservations
Fig. 12

1300

O P E R A T O R

RESERVATIONS	R R P O R T S	ADMINISTRATION	ACCOUNT INFORMATION	LOG OFF
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PENDING	ACTIVE	CANCELED	HISTORY

Active Queue

1 2 3 4

« Prev Close Selected

Clear Selected

Select	Conf.#	Pickup	PAU	DWO	Flight Vehicle Special	Passenger	Company
	E877651	10/01 8:49 AM	EWB Airport	26 GATEHOUSE LANE, BELLE MEAD, NJ	CO-482 Sedan	KUPPERADAM (1)	Ayer Services Inc.
	12/26/00	8:45 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWB Airport	CO-481 Sedan	KUPPERADAM (1)	Ayer Services, Inc.
	12/26/00	8:45 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWB Airport	CO-491 Sedan	KUPPERADAM (1)	Ayer Removers, Inc.
	22	12/26/00	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWB Airport	CO-481 Sedan	KUPPERADAM (1)	Ayer Services, Inc.
	72	12/26/00	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWB Airport	CO-481 Sedan	KUPPERADAM (1)	Ayer Removers, Inc.
	24	12/26/00	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWB Airport	CO-491 Sedan	KUPPERADAM (1)	Ayer Services, Inc.
	12/26/00	8:45 AM	25 GATEHOUSE LANE, BELLE MEAD, NJ	EWB Airport	CO-481 Sedan	KUPPERADAM (1)	Ayer Services, Inc.
	25	12/26/00	2511 ROUTE 36 SUITE 1B01, RANMAY, NJ	EWB Airport	DL-2471 Sedan	KUPPERADAM (1)	Ayer Services, Inc.
	26	12/26/00	2511 ROUTE 36 SUITE 1B01, RANMAY, NJ	EWB Airport	DL-2471 Sedan	KUPPERADAM (1)	Ayer Services, Inc.
	28	12/26/00	2511 ROUTE 36 SUITE 1B01, RANMAY, NJ	EWB Airport	DL-2452 Sedan	KUPPERADAM (1)	Ayer Services, Inc.

Active Queue – Operator (Service Provider)

Fig. 13

090404 042300

Working C Active 55 Cancel 25

RESERVATIONS REPORTS ADMINISTRATION ACCOUNT INFORMATION LOG OFF

USER MANAGEMENT COMPANY INFO RATE MAINTENANCE

Display/Update Single Rate

From:		To:	
<input type="checkbox"/> Location:	<input type="text" value="-Select a state-"/>	<input type="checkbox"/> Location:	<input type="text" value="-Select a state-"/>
State:	OR	State:	OR
<input type="checkbox"/> Airport(OAC)Code:	<input type="text"/>	<input type="checkbox"/> Airport(OAC)Code:	<input type="text"/>
Package:	<input type="text" value="Retail"/>		
<input type="button" value="Display rate"/>			

1400

Rate maintenance screen – Update and display a rate

Fig. 14

Pending: 0 Active: 66 Cancel: 25

☐ P ☐ E ☐ R ☐ A ☐ T ☐ R ☐ M

RESERVATIONS REPORTS ADMINISTRATION ACCOUNT INFORMATION LOG OFF
 USER MANAGEMENT COMPANY INFO RATE MAINTENANCE

Create a rate

From: To:
 Location: Location:
 State: State:
 --Select a state-- --Select a state--
 OR OR
 Airport (OAG) Code: Airport (OAG) Code:
 Company:

Vehicle:	6D	TC	CS	SW	ES	BS	10S	6V	5V	10V	16V	25Q	49B
Rate:													
DriveTime:													

☐ Create reverse (To From) rate? ☐ Create rate

1500

Fig. 15

090404-01P00

Pending: 0 Active: 55 Cancel: 25

OPERATOR

RESERVATIONS REPORTS ADMINISTRATION ACCOUNT INFORMATION LOG OFF

USER MANAGEMENT COMPANY INFO RATE MAINTENANCE

Update Rates by Region

Company	Vehicle type	State	Country	Airport (IATA) codes
<input type="button" value="-Select All-"/>	<input type="button" value="-Select All-"/>	<input type="button" value="-Select All-"/>	<input type="button" value="-Select All-"/>	<input type="text"/>

☐ Increase ☐ Decrease

☐ By dollar value

☐ By percentage

1600

Rate Maintenance – update rates by region

Fig. 16

[illegible]1700

Create/Register new user

Fig. 17

Profile Information for: John Smith

Address Information	
Primary Address Location Name <input type="text" value="Fedrow"/> Street <input type="text" value="31 Day PKW"/> Apt./Suite <input type="text" value="121"/> City <input type="text" value="Firebryn"/> State <input type="text" value="NY"/> Zip or Postal Code <input type="text" value="12121"/> Country Code and Name <input type="text" value="USA"/> Phone <input type="text" value="121"/> <input type="text" value="121"/> <input type="text" value="1212"/> Fax <input type="text" value="121"/> <input type="text" value="121"/> <input type="text" value="1212"/>	Secondary Address Location Name <input type="text" value="Fedrow"/> Street <input type="text" value="23 Day Av"/> Apt./Suite <input type="text" value="7798"/> City <input type="text" value="Mountain"/> State <input type="text" value="AR"/> Zip or Postal Code <input type="text" value="71413"/> Country Code and Name <input type="text" value="USA"/> Phone <input type="text" value="612"/> <input type="text" value="654"/> <input type="text" value="1345"/> Fax <input type="text" value="612"/> <input type="text" value="645"/> <input type="text" value="1234"/>
Special Pickup/Drop off Instructions: <input type="text"/>	Special Pickup/Drop off Instructions: <input type="text"/>
Miscellaneous Information <input type="text"/>	Form of Payment Information <input type="text"/>
Cell Phone <input type="text" value="612"/> <input type="text" value="654"/> <input type="text" value="8735"/> Email 1 <input type="text" value="johnsmith@fedrow.com"/> Email 2 <input type="text" value="johnsmith@fedrow.com"/> Service provider request <input type="text" value="Capital One"/> Payment driver <input type="text" value="Cash/with"/> Default Airport <input type="text" value="Newark International"/> Special request <input type="text"/>	Form of Payment <input type="text" value="2"/> Card number <input type="text" value="1214567893261376"/> Exp Month <input type="text" value="1"/> <input type="text" value="2"/> Year <input type="text" value="1999"/> Form of Payment <input type="text" value="1"/> Card number <input type="text" value="9876543210121234"/> Exp Month <input type="text" value="12"/> <input type="text" value="1"/> Year <input type="text" value="1999"/>

1800

Create/edit profile

Reservation	
* Required Fields	
<input type="radio"/> Best Fare <input type="radio"/> Quality <input type="radio"/> Value	<input type="checkbox"/> Specific Provider: From: _____ (optional) (optional) (optional) OR Stop _____ <input type="checkbox"/> Reservation for myself <input type="checkbox"/> Reservation for someone else First: _____ (optional) (optional) (optional) Last: _____ (optional) (optional) (optional) Self-Phone: _____ Phone: _____ Email Address: _____ Number of Passengers: _____ I am traveling with: _____ Pickup Date: _____ Pickup Time: _____ Vehicle Type: _____
<input type="checkbox"/> Select Address from Profile <input type="checkbox"/> Select a pickup address here	<input type="checkbox"/> Select Address from Profile <input type="checkbox"/> Select a dropoff address here

Make a reservation – part 1

Fig. 19

<input type="radio"/> Airport <input type="radio"/> Address <input type="radio"/> Select Address from Profile <input type="text"/> Select a pickup address name		<input type="radio"/> Airport <input type="radio"/> Address <input type="radio"/> Select Address from Profile <input type="text"/> Select a dropoff address name	
Airport: <input type="text"/> Select a state		Arrive ahead: <input type="text"/> Airport: <input type="text"/> Select a state	
<input type="radio"/> Airline <input type="radio"/> Aircraft type Airline: <input type="text"/> Select Airline FBO: <input type="text"/>		<input type="radio"/> Airline <input type="radio"/> Aircraft Type Airline: <input type="text"/> Select Airline FBO: <input type="text"/>	
Flight: <input type="text"/> Tail Number: <input type="text"/>		Flight: <input type="text"/> Tail Number: <input type="text"/>	
Flight Time: <input type="text"/>		Flight Time: <input type="text"/>	
Location Name: <input type="text"/>		Location Name: <input type="text"/>	
Street: <input type="text"/>		Street: <input type="text"/>	
City: <input type="text"/>		City: <input type="text"/>	
State Or Province: <input type="text"/>		State Or Province: <input type="text"/>	
Zip Or Postal Code: <input type="text"/>		Zip Or Postal Code: <input type="text"/>	
Country: <input type="text"/>		Country: <input type="text"/>	
Special Pickup Instructions: <input type="text"/>		Special Drop-off Instructions: <input type="text"/>	
Payment Method: <input type="text"/>			
Add Information to Profile Add Notes: <input type="text"/>			
Select Number: <input type="text"/> Or Enter Form of Payment: <input type="text"/> Type: <input type="text"/> Card Number: <input type="text"/> Exp Month: <input type="text"/> Year: <input type="text"/>			
Add Information to Profile Add Notes: <input type="text"/>			
Select Fax: <input type="text"/> Or Enter Select E-Mail: <input type="text"/> Or Enter Select Telephone: <input type="text"/> Or Enter Select Pager: <input type="text"/> Or Enter			

1900

Fig. 20

Shop For a Service Provider

Shop Criteria: ☒ Best fare ☐ Quality ☐ Value (best fare and quality)

Vehicle Type:

FROM (departure city or airport):

TO (destination city or airport):

OR

Select the state in which the airport is located, then choose the airport.

Find Service Providers Now

Providers	Rate	Service Level	Payment Accepted
<input checked="" type="radio"/> DAVIS LIVERY (LINO)	21.00	Qualified	American Express, Master Card, Visa, Discover Card, Diners Club, Cash, Check
<input checked="" type="radio"/> REGION LIMOUSINE (LINI)	75.00	Qualified	American Express, Master Card, Visa, Discover Card, Diners Club, Cash, Check
<input checked="" type="radio"/> C. CAPITAL LIMO (CAP)	75.00	Qualified	American Express, Master Card, Visa, Discover Card, Diners Club, Cash, Check
<input checked="" type="radio"/> P. M. & W. LIMO (MAY)	77.00	Qualified	American Express, Master Card, Visa, Discover Card, Diners Club, Cash, Check
<input checked="" type="radio"/> C. GROUP LIMO (GHE)	100.00	Qualified	American Express, Master Card, Visa, Discover Card, Diners Club, Cash, Check

Save Service Providers

2100

Shop for a service provider

Fig. 21

0994004 01230

Verify your reservation

Please review your reservation details below.
Select "Reserve Now" to make the reservation or return to the previous page.

Trip date 2/21/00		Pickup time 7:30AM
From	To	
Home 555 Morleyhard Belle Mead,Nj Phone--	Office 53 Route 35 Rahway,Nj	
Fare and Service Provider		
You will be picked up by		
The Trip fare is	\$155.00 (does not include gratuity, tolls and parking, taxes, and other surcharges)	
Fare will be charged to	Master card ending in 3456	
Car type	Sedan	
Service Provider will confirm by	2200	
Special Instructions		
Pickup Instructions		
Drop-off Instructions	Drop off in back of building	
Request	Take the New York Times in the morning along with black coffee.	
Passengers		
1 passenger(s) John Smith		

I agree with the reservation details listed above.
I am also aware of and agree with the Saturn Internet Reservation System Terms and Conditions

Make Reservation

Verify reservation page

Fig. 22

Completion

Thank you for your business.

For your trip on 10/1/00 at 7:30AM, your Confirmation number is 397032485

To review or make changes, proceed to the Trip History page and refer to a trip by the confirmation number.
All changes and cancellations are subject to Samoa Incomes Reservation Systems, Inc. Terms and Conditions

Would you like to make a new reservation?	<u>Yes</u>	<u>No Go Back to Main Menu</u>
Would you like to book like roundtrip?	<u>Yes</u>	<u>Yes, Book the Roundtrip Now!</u>

2300

Confirmation page

Fig. 23